

Snow Removal Policy and Procedures

2016 - 2017

Administration and Direction

The Highway Surveyor is the Director and controller of operations for Snow and Ice Control. Ultimate authority and responsibility lies with the Director.

Primary Supervisor: An employee of the Highway Department specifically designated, to make day-to-day snow operation decisions.

Secondary Supervisor: An employee of the Highway Department who, in the absence of the Primary Supervisor, is qualified to determine the necessity and extent of treatment.

Ice Control Policy

During Normal Work Hours: When icing conditions are imminent, the Director or his designee will notify all related personnel. Equipment and vehicles will be prepared and ready for dispatch immediately. The responsibility and authority to call out sanders rests with the Director, considering the opinion of the Primary Supervisor and the Police Department.

During off-hours: When extraordinarily unsafe road conditions are noted by on-duty police personnel, the Primary Supervisor will be notified by Central Dispatch (Police Dispatch). Consideration will be given for the amount of traffic, time of day/night, the degree of immediate necessity, and the potential drain on human resources at the Highway Department. Inconvenience or isolated safety concerns will not be considered immediately necessary. If the Primary Supervisor cannot be reached, the Secondary Supervisor will be notified, and failing that, the Director. The Supervisor will then contact and dispatch appropriate personnel for treatment according to anticipated conditions. Highway personnel will respond to the Highway Department within 30 minutes of being notified unless unsafe road conditions force a delay.

Treatment is defined as sand, salt or a combination of the two dependent on availability and road conditions, as determined by the Director or Supervisor.

Main routes are identifiable primary routes through town: Blackstone Street, Providence Street, Millville Street, Maple Street, Hartford Avenue West, North Avenue, Hopedale Street, Northbridge Road, Washington Street, Cemetery Street, Neck Hill Road, George Street, Hartford Avenue East, Bellingham Street, Bates Street, Morrison Drive and the Town Hall Complex.

Levels of treatment are:

Spot Treatment: Drivers of two trucks are responsible for treating only those areas that are traditionally icy, or specific locations identified by either the police or the driver as warranting specific treatment. Main routes will be checked in all cases, and icy spots treated. Due to the low-priority status of this level, Spot Treatment will not be utilized during off hours except when the level of need warrants Limited Treatment.

Limited Treatment: Drivers of at least two trucks, or more at the discretion of the Supervisor, are responsible for treating all Main routes, and other locations as requested by the Public Safety Department through Central Dispatch, including specific locations identified as needing spot treatment. Generally, Limited Treatment will not include secondary roads or roads in subdivisions, nor will it include sidewalks.

Full Treatment: Drivers of 4, 5 or 6 trucks, as determined by the Supervisor, are responsible for treating all public roads in town. The Primary Supervisor will determine the intensity of sanding. Before completion, the Primary Supervisor will contact central dispatch to assure that all specific areas of concern were treated and potential for re-call is minimal.

Snow Removal and Control Policy

During Normal Work Hours: When 2 – 4 inches of snow has fallen, the Director or his designee will notify all related personnel. Equipment and vehicles will be prepared and ready for dispatch immediately, or as soon as possible after preliminary road treatment.

Subcontracted plows and drivers hired on an as-needed basis: When 4 – 6 inches of snow has fallen, or is anticipated to accumulate within a predictable period of time, the Director or his designee will notify a number of private contractors. The responsibility and authority to call out subcontractors rests with the Director, considering the opinion of the Primary Supervisor and the Police Department. All drivers will sign the Standard Operating Procedures document (attached).

During off-hours: When extraordinarily unsafe road conditions are noted by on-duty police personnel, the Primary Supervisor will be notified by Central Dispatch. The Supervisor will then contact and dispatch appropriate personnel for plowing, dependent on existing and anticipated conditions. Highway personnel will respond to the Highway Department within 30 minutes of being notified. Sub-contracted plows will respond to the Highway Department within 1 hour of being notified, unless unsafe road conditions force a delay. If the Primary Supervisor cannot be reached, the Secondary Supervisor will be notified.

For both plowing and road treatment, the number of plows/sanders, the extent of treatment and the frequency of treatment will be at the discretion of the Director or Primary Supervisor. In general, storms of limited accumulation will be treated once at the beginning of the storm, and once at the end of the storm event. During off-hours, no less than two trucks will be called out at any one time. Established routes will be followed without deviation, unless extraordinary and extenuating conditions warrant a deviation from the route. Any deviation from established routes will be at the request of the Supervisor, or in the case where the Supervisor is not available, by the most senior member of the Highway Department on duty.

Contact Numbers

Director:	Alan Tetreault	508-326-5041
Primary Supervisor	Mark Lemoine	508-958-9478
Secondary Supervisor	Paul Marvelle	508-326-5043

These contact numbers will be confirmed and any changes noted at the start of each winter.

Police Department/Public Safety Department

Any previous Policies concerning Highway Radio Procedure are superceded by this Snow Removal Policy and Procedure.

During snow and ice storms, or where the Highway Department has been called out after hours due to address public safety concerns, Central Dispatch will maintain direct radio contact with the Highway Department. During radio transmissions, Central Dispatch will be referred to as “704 Control” and the Highway Department will be called as “Highway”. The employee answering for the Highway Department will identify himself by his call number (ie: “H3 is on”). Transmissions to and from Central Dispatch will generally be limited to or routed through only one member of the Highway Department. Due to fluctuating road conditions and personnel availability, the following order of response will be followed:

1. Office/Highway Dispatch
2. Director
3. Primary Supervisor
4. Secondary Supervisor
5. Other Highway Personnel

The Highway Department is responsible for determining the order of response in each case. In any case, Central Dispatch should receive an answer immediately upon calling for “Highway”, and the Highway responder identified in return.

If Highway Personnel are not available via radio dispatch, telephone contact will be established in accordance with call order established before the start of each winter.

The Public Safety Departments will provide necessary services to ensure unimpeded snow removal from roadways and intersections through enforcement of all parking and snow removal laws and bylaws.

Declaration of Snow Emergency

In the event of a Declaration of Snow Emergency by State, Federal or Local officials, the Director shall meet with the Public Safety Department and/or the Town Administrator to prioritize snow removal needs to best serve the safety needs of the public.

Interdepartmental Cooperation

It shall be the goal of the Highway Department to assist all other departments affected by snow removal operations within the guidelines of this policy. All matters not covered in this policy should be directed to and addressed by the Director.